

## Fountain Square Ice Rink Frequently Asked Questions

You can call the rink hotline during rink hours at 513-445-8546.

### RESERVATION SYSTEM QUESTIONS

#### Where do I go to make a reservation?

- [Visit our ice rink page and scroll to the bottom.](#) Please review the information on the page before making your reservation.
- You will need an email account and a credit card.

#### All rink sessions are 60 minutes on split or full ice:

- **Split ice sessions (rink + bumper cars)** will cost \$15 per person and include admission, ice skates, and unlimited bumper car rides during your 1- hour session.
- **Full ice sessions (ice skating only sessions)** will cost \$10 per person for admission and include skate rental.
- Children age 4 and under are FREE and do not need to be included on your reservation upon checkout. Children under the age of 4 may skate but cannot use the bumper cars and must be accompanied by a paid adult on the ice.
- If you are spending \$60 or more, use code FSQFAM at checkout to save 20% off your purchase

#### How do I know which session I have signed up for? I want to double check my reservation.

- Log into your Omnify account: <https://fountainsquare.getomnify.com/#!/schedules/>
- Click on View Profile near your name in the upper right-hand corner of the browser window.

#### How do I cancel a session that I have signed up for?

- You can cancel through your Omnify account
- **No refunds will be given for cancellations**

#### How do I know if a spot on a waitlist session opens up?

- If you join the waitlist and select "Notify Me" you will be emailed if a slot in the session opens.

#### Will you allow walk up sales?

- Not at this time.

#### How far in advance can you make a reservation?

- You can reserve a session 2 weeks in advance, this may change as the season goes on.

#### Refund Policy:

- In case of inclement or unseasonably warm weather, rain checks will be offered to patrons. You will be contacted via the Omnify System if you have a reservation.
- Please review the rink rules and requirements. If patron is denied rink entry or asked to leave due to violation of Rules, no refunds will be issued.

- If you have questions about the weather or if the rink will be open please call 513-445-8546 during rink hours.

### **Waitlist**

- A waitlist is available for sessions that are full. Waitlist backfills are on a first come-first served basis. Once an attendee cancels their booking, all members of the waitlist will receive a notification. The first individual who visits the reservation page and makes the booking will get the slots.

### **If someone in my party is not going to skate, do they still need a reservation?**

- Yes. Due to limited capacity, everyone over the age of three who enters the ice rink platform will pay the standard entrance fee. The rink is viewable from Fountain Square's plaza, and guests may watch from outside the rink platform at no charge (masks still required).

### **If someone in my party is not going to skate, is there somewhere for them to wait?**

- Yes. The WGU Warming Tent is a great place to watch your group skate or use Bumper Cars. Capacity of the Warming Tent is limited.

### **Can I book back to back sessions?**

- Yes. However, due to COVID we have a 30-minute window in between sessions to allow for sanitizing high touch areas. You will have to exit the rink, return your skates, and re-enter for your next session.

## **COVID19**

### **What steps are you taking to make the rink safe?**

- We have reduced capacity from an average of 400+ patrons at a time on a busy night to 80 patrons for split-ice, and 140 patrons for full-ice.
- We are utilizing a timed reservation system to manage crowds.
- We will be cleaning all high touch surfaces for 30-minutes in-between rink sessions.
- Anyone over the age of 5 must wear a mask. Masks must be worn on the ice, in the warming tent, and moving about the space. Masks may be removed if you are seated with your party actively eating or drinking.
- Events at the square have been canceled or modified. More information here.

## **BUMPER CARS**

### **How do reservations work for bumper cars?**

- This year, patrons will be able to enjoy a new unique experience, the addition of brand new bumper cars, made possible thanks to DBL Law, Decal Impressions, HGC Construction, and the Rotary Club of Cincinnati!
- When you enter the ice rink, a line will form for bumper car rides. Patrons may get in line to ride the bumper cars as many times as they would like in their 60 minute session. When skating is available, patrons may go between the two activities, but ice skates may not be worn in bumper cars.

### **What are the requirements to enjoy bumper cars?**

- Be 5+ years old, at least 42 inches tall, and under 300 lbs.

- Wear flat, closed-toe shoes
- Remain seated while inside the bumper car
- Secure any personal belongings inside the bumper car
- Read and abide by all rules, and listen to verbal instructions

## **AMENITIES AND GENERAL QUESTIONS**

### **Do you provide ice skates?**

- Yes. We have a variety of children – adult sizes. We also offer regular ice skates and hockey skates.

### **Do I need to have socks?**

- Yes. Socks are required to wear when skating.

### **Can I bring a stroller?**

- Yes. Strollers can be brought into the rink area. Please keep in mind space is limited. If you leave your stroller unattended Fountain Square is not responsible for lost or stolen items.

### **Do you accept cash or credit cards on-site?**

- We will only take credit cards for purchases on-site.

### **WGU Warming Tent Information:**

- The WGU Warming Tent is a great place to relax for a few minutes during your ice rink session. We ask that you do not place your personal items on the tables and leave them unattended. Since capacity of the Warming Tent is limited, please be respectful of other patrons who may want to sit down, eat, drink, etc.
- The WGU Warming Tent will have decorations during the season. We ask that you refrain from touching these decorations while on-site.

### **Lockers:**

- Similar to other entertainment venues we will have a limited amount of shelves/containers to place personal items while you enjoy the rink. However, Fountain Square is not responsible for items lost or stolen. We highly recommend not bringing large purses or backpacks to the rink.

### **How many people are allowed in each session?**

- 80 for split ice (bumper cars + skate)
- 140 for full ice (skate only)

## **EVENTS AND HOLIDAYS**

### **What events are happening this winter?**

- [Light Up the Square](#) will be virtual and televised. No on-site activities Nov. 27
- Downtown Dazzle will not take place this year
- Winter Wonder Lights will take place Nov. 28-Jan 2 and can be enjoyed with your rink reservation
- [More information on holiday events here.](#)

Additional events and information about the holidays Downtown will be added, please check back.